



# Registering in the Defense Enrollment Eligibility Reporting System

Registration in DEERS shows your TRICARE® eligibility and ensures access to your benefits

The Defense Enrollment Eligibility Reporting System (DEERS) is a series of databases that provides information on benefits eligibility and entitlements such as care in a military treatment facility; TRICARE; Commissary; Exchange; Morale, Welfare, and Recreation; transfer of education benefits; or the issuance of Department of Defense (DoD) identification (ID) cards. DEERS serves as the central source of identity, enrollment, and eligibility verification for members of the uniformed services, other personnel designated by the DoD, and their eligible family members. You must be registered in DEERS to be eligible for TRICARE.

## REGISTRATION IN DEERS

Active duty, National Guard and Reserve, and retired service member sponsors are automatically registered in DEERS. However, sponsors must register family members in DEERS for them to be eligible for TRICARE coverage.

You can register your family members in DEERS in person at a uniformed services ID card-issuing facility. The required documentation may include a marriage certificate, divorce decree, birth certificate, and/or adoption papers. Only a sponsor (or a sponsor-appointed individual with valid power of attorney) can add family members. Visit [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl) to find a facility near you.

## KEEP YOUR DEERS INFORMATION UP TO DATE

Once you and your family members are registered in DEERS, keep addresses and all other contact information up to date. It is also important to update your records when personal eligibility information changes including military career status and family status (e.g., marriage, divorce, birth, adoption). Proper and

current registration in DEERS is key to receiving timely, effective TRICARE benefits including doctors' appointments, prescriptions, payment of health care expenses, authorization letters, and explanations of benefits. Failure to update DEERS to accurately reflect the sponsor's or family member's residential address and/or the ineligibility of a former dependent could be considered fraud and a basis for administrative, disciplinary, and/or other appropriate action.

Promptly update your information when any changes occur, regardless of status:

<b>In Person<sup>1</sup></b> <i>(add a family member or update contact information)</i>	<ul style="list-style-type: none"> <li>• Visit a uniformed services identification card-issuing facility.</li> <li>• Find a facility near you at <a href="http://www.dmdc.osd.mil/rsl">www.dmdc.osd.mil/rsl</a>.</li> <li>• Call to verify location and business hours.</li> </ul>
<b>Phone<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• 1-800-538-9552</li> <li>• 1-866-363-2883 (TDD/TTY)</li> </ul>
<b>Fax<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• 1-831-655-8317</li> </ul>
<b>Mail<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771</li> </ul>
<b>Online<sup>2</sup></b>	<ul style="list-style-type: none"> <li>• milConnect Web site: <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a></li> </ul>

1. Only sponsors (or a sponsor-appointed individual with valid power of attorney) can add family members. Family members age 18 and older may update their own contact information.

2. Use these methods to change contact information only.

This fact sheet is **not** all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).

## Using milConnect

Eligible TRICARE beneficiaries can use the milConnect Web site at <http://milconnect.dmdc.mil> to update and view DEERS information. You can access your contact information, health and dental enrollments, personnel information, electronic correspondence, Servicemembers Group Life Insurance, and other benefits, including transferring education benefits.

You can log on to milConnect's secure site using a DoD Common Access Card, myPay login ID, or a DoD Self-Service (DS) Logon.

For information on signing up for a DS Logon, visit [www.dmdc.osd.mil/identitymanagement](http://www.dmdc.osd.mil/identitymanagement).

## DEERS VERIFICATION FOR UNREARRIED FORMER SPOUSES

If you are an unremarried former spouse, DEERS reflects TRICARE eligibility using your own Social Security number (SSN) or DoD Benefits Number (DBN), not your former sponsor's. Health care information is filed under your own SSN or DBN and name, and you will use your own SSN or DBN and name to schedule medical appointments and file TRICARE claims.

## ENROLLING IN TRICARE PROGRAMS

Enrolling in enrollment-based TRICARE programs (e.g., TRICARE Prime options, TRICARE Reserve Select, TRICARE Retired Reserve, and TRICARE Young Adult) requires a separate action after registration in DEERS. For more information, visit [www.tricare.mil/enroll](http://www.tricare.mil/enroll).

**Note:** As long as another family member is enrolled in a TRICARE Prime option, newborns and adopted children in the United States are automatically covered under TRICARE Prime for 60 days beginning from the date of birth or effective date of adoption. Overseas, parents have 120 days to enroll newborn or adopted children in TRICARE Overseas Program (TOP) Prime or TOP Prime Remote. If these deadlines are not met, TRICARE Prime-eligible newborns and adopted children are automatically covered under TRICARE Standard and TRICARE Extra in the United States or TOP Standard overseas for 365 days from the date of birth or adoption. TRICARE Prime-eligible children who are not registered in DEERS after 365 days lose all TRICARE eligibility.

## FOR INFORMATION AND ASSISTANCE

<p> <b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a></p>	<p> <b>TRICARE South Region</b> Humana Military, a division of Humana Government Business 1-800-444-5445 <a href="http://Humana-Military.com">Humana-Military.com</a></p>	<p> <b>TRICARE West Region</b> UnitedHealthcare Military &amp; Veterans 1-877-988-WEST (1-877-988-9378) <a href="http://www.uhcmilitarywest.com">www.uhcmilitarywest.com</a></p>
<p> <b>TRICARE Overseas Program (TOP) Regional Call Center—Eurasia-Africa<sup>1</sup></b> +44-20-8762-8384 (overseas) 1-877-678-1207 (stateside) <a href="mailto:tricarelon@internationalsos.com">tricarelon@internationalsos.com</a></p>	<p> <b>TOP Regional Call Center—Latin America and Canada<sup>1</sup></b> +1-215-942-8393 (overseas) 1-877-451-8659 (stateside) <a href="mailto:tricarephl@internationalsos.com">tricarephl@internationalsos.com</a></p>	<p> <b>TOP Regional Call Centers—Pacific<sup>1</sup></b> Singapore: +65-6339-2676 (overseas) 1-877-678-1208 (stateside) <a href="mailto:sin.tricare@internationalsos.com">sin.tricare@internationalsos.com</a> Sydney: +61-2-9273-2710 (overseas) 1-877-678-1209 (stateside) <a href="mailto:sydricare@internationalsos.com">sydricare@internationalsos.com</a></p>
<p><b>milConnect Web Site</b> <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a></p>	<p><b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a></p>	<p><b>Military Health System Web Site</b> <a href="http://www.health.mil">www.health.mil</a></p>

1. For toll-free contact information, visit [www.tricare-overseas.com](http://www.tricare-overseas.com).

### An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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